



Care for your emotional wellbeing

Life can be a lot. Whether we're focused on maintaining resilience, grappling with everyday stress or managing life's moments and matters, we can all benefit from expert help to feel our best. That's why Iron Mountain provides a spectrum of resources to care for the mental and emotional needs of you and your family.

Click the links below to find resources to support these common needs.



Know where to go



Maintaining resilience



Managing stress and Avoiding burnout



Talking to someone



Caring for a child's emotional wellbeing



Substance use recovery



Resources during treatment and recovery



Arrival of a child



At-risk care



Resources for people managers








To learn more about all the benefits available to Mountaineers, visit the Emotional Wellbeing page on IRMBenefits.com.



Know where to go

Iron Mountain provides a variety of emotional wellbeing resources to support your needs. As each individual situation is different and how you prefer to access care is unique to you, use the table below for an overview of what's available and the support they provide.

For personalized guidance as to which might be the best resource for you needs, you can always reach out to Aetna One Advisor (A1A), your personal benefits advisor, by phone or online chat through the [Aetna member website](#) or by calling **888.216.8573**.

RESOURCE	 In Person Counseling	 Phone or Video Counseling	 24/7 Digital Tips and Counseling	 Online Self-Help Reading	 Mobile App Access
Resources for Living	✓	✓	✓	✓	✓
Your IRM Medical Plan	✓	✓	✓	✓	✓
CVS Virtual Care*		✓			
CVS Minute Clinics*	✓				
Psych Hub				✓	
Talkspace		✓	✓	✓	✓

*Available if enrolled in an Aetna medical plan.

Questions? Start here:

Get informed

Visit [PsychHub's](#) comprehensive mental health library. You can even be certified as a mental health ally. To login, enter your email and full name, agree to the terms & conditions, and click "sign up".

Find services & support

Contact Resources for Living for free, confidential support 24/7. Access the website at go.rfi.com/IRM.

Boost your wellbeing

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 **833.657.2101**,  Username – *irm*
TTY: 711 Password – *mountaineer*



If your goal is to maintain emotional resilience and strengthen your total wellbeing...



Maintaining resilience

Resources available to all Mountaineers and eligible family members:

- ✓ **Practice mindfulness & develop healthy habits:** Iron Mountain's Lifestyle Coaching through Aetna is here to support your total wellbeing. This personalized coaching program can help you eat better, get more active and take charge of your health. You also choose how and when to interact with the program. There are three kinds of coaching: one-on-one phone coaching, live group coaching webinars, and self-directed digital coaching. Log in to your member website at aetna.com and select "Well-being Resources" or call Aetna at **866.533.1410 (TTY: 711)**.
- ✓ **Boost your wellbeing and mindfulness:** Resources for Living Wellbeing Moments allows you to explore a variety of relaxation exercises to help you get grounded and restore a sense of calm and peace. Access Wellbeing Moments [here](#).
- ✓ **Learn tips to build mental strength:** On the go or in the comfort of your home, access a variety of educational videos and podcasts through [PsychHub's](#) comprehensive library of resources.
- ✓ **Build resilience to weather tough times:** When challenges arise, it helps to have a full storehouse of resilience. This [Resources for Living toolkit](#) can help you find and practice the art of self-care. Be sure to explore the range of resources available support your journey to greater mental strength.

Resources provided through your medical plan:



- ✓ **Sleep better & develop healthy habits:** MyStrength and Calm are free mobile self-care apps to help you manage your emotional health and stress. Both platforms offer meditations for easing anxiety and better sleep. For more information, or to download the apps, visit kp.org/selfcareapps.
- ✓ **Practice mindfulness:** Meditation exercises can help your mind and body recover from stress. Try the audio meditations at kp.org/listen.

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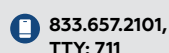
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If you need help managing day-to-day stressors in your personal or professional life...



If chronic stress is causing you emotional, mental or physical exhaustion...



Managing stress

Resources available to all Mountaineers and eligible family members:

✓ **Learn how to manage stress:** Log on to your **Resources for Living member website** (username: irm, password: mountaineer) to visit the stress resource center. You'll find articles that can help you understand your stress and build resilience.

If you need to speak with someone about life's stress, Resources for Living provides eight free counseling sessions along with chat and text counseling.

✓ **Caregiving resources:** Free and confidential daily life assistance from Resources for Living can help you find local options that fit your budget for:

- Childcare
- Care for older adults
- Home health aides
- Skilled nursing and more
- Caregiver support
- Pet care
- Support and interest groups

Visit [here](#) to get started.

Avoiding burnout

Resources available to all Mountaineers:

✓ **Take time away from work:** Full-time Mountaineers are eligible for paid vacation time, based on work schedule, role, and years of service. And when you simply need to take a day away from work, our paid time off programs are meant to support you. For more information, visit IRMbenefits.com/vacation.

Additionally, you can consider approved, unpaid personal leave. To learn more about this option, visit IRMbenefits.com/leaves.

✓ **Learn to prevent burnout:** Burnout can leave you feeling physically and emotionally drained at work and at home. This **Resources for Living toolkit** can help you spot the signs and take action to feel better.

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Username – irm
Password – mountaineer



If you need a professional and caring consultant to help you thrive...



Talking to someone

Resources available to all Mountaineers and eligible family members:

- ✓ **Manage depression or anxiety, relationship issues (personal and work), or feelings of grief, and build resiliency:** Access up to eight counseling sessions per issue each year for you or your household members. These sessions can be used when a need arises, or if you just want general information and help enhancing your overall emotional health and resilience. Counseling sessions are available in person, via phone, or as virtual visits. Multiple languages are supported and it's free and 100% confidential. To get started, access go.rfl.com/IRM.

Resources provided through your medical plan:



- ✓ **Contact CVS virtual primary care:** Access mental healthcare anytime, anywhere through virtual consultations with licensed providers. For more information visit cvs.com/virtual-care.
- ✓ **Get free coaching** to achieve your personal wellbeing goals. Iron Mountain's Lifestyle Coaching can help you eat better, get more active and take charge of your health. You also choose how and when to interact with the program. Get started on a plan to feel your best by visiting aetna.com and select "Well-being Resources" or call Aetna at **888.216.8573**.
- ✓ **Access Maven for women's unique mental health issues:** Licensed therapists are available to help with women's challenges including postpartum depression, anxiety during pregnancy, stress related to family planning and more. Download the Mavin Clinic app to register.
- ✓ **Find a network provider:** For psychological or psychiatric care, search for providers in the Aetna network. Log in to your account at aetna.com to find providers near you.



- ✓ **Find a network provider:** For psychological or psychiatric care, search for providers in the Kaiser network: healthy.kaiserpermanente.org/southern-california/doctors-locations#/search-form.

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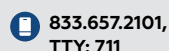
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Global events have underscored the need to support the emotional wellbeing of children and adolescents.

If your child is struggling, they are not alone. Explore these resources designed to support your kids—and you. help parents and families confront these challenges.



Caring for a child's emotional wellbeing

Resources available to all Mountaineers and eligible family members:

- ✓ **Take charge of your family's total wellbeing:** Providing care and support for your loved ones can be overwhelming. If your to-do lists are getting too long and you need a helping hand, Resources for Living has resources to keep you moving forward. For more information, access go.rfl.com/IRM.

Resources provided through your medical plan:



- ✓ **Make the most of your benefits:** Aetna One Advisor (A1A) allows you to focus more on your family's wellbeing, and less on complicated benefits. Advisors can help you coordinate calls with providers, resolve claim issues, schedule appointments and more. To contact an advisor, visit aetna.com or call **888.216.8573**.
- ✓ **Find a provider:** For adolescent counseling and other emotional wellbeing services, search for pediatric specialists in Aetna's network. Log in to your account at aetna.com to find providers near you.
- ✓ **Approach suicide prevention as a parent:** Take care of your teenagers with dedicated tools for supporting your child's emotional wellbeing. View [the guidebook](#) to get started.



- ✓ **Find a provider:** For adolescent counseling and other emotional wellbeing services, search for pediatric specialists in Kaiser's network: healthy.kaiserpermanente.org/southern-california/doctors-locations#/search-form.

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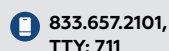
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If you or a family member is living with substance use disorder...



Substance use recovery

Resources available to all Mountaineers and eligible family members:

- ✓ **Talk to an expert & find community resources:** Resources *for Living* provides up to eight counseling sessions per condition for you or your family members, in person, via phone, or through virtual visits or by phone. It's free and 100% confidential. Resources *for Living* can also connect you with community resources for managing day-to-day challenges. For more information, access go.rfl.com/IRM.

Resources based on eligibility:

- ✓ **Take time away from work:** All Mountaineers are eligible for unpaid, qualified leaves under the Family and Medical Leave Act (FMLA). Depending on eligibility, you may have access to paid disability leave or to approved, unpaid personal leave. For more information, visit mylincolnportal.com (Company code: IronMountain).

Resources provided through your medical plan:

aetna

- ✓ **Find a provider:** Dedicated emotional wellbeing facilities and programs can support recovery from mental illness of all kinds. Contact Aetna One Advisors (A1A) at **888.216.8573** for help locating the right resources or log in to your account at aetna.com to find providers near you.
- ✓ **Recognize substance use disorder:** Access [online resources](#) on substance use to identify the problem and learn what to do.
- ✓ **Access virtual recovery tools:** Getting the help you need is readily available through a variety of virtual resources. You can find access to virtual recovery tools online by logging to your account at aetna.com or by speaking with an Aetna One Advisor (A1A) at **888.216.8573**.

KAISER PERMANENTE

- ✓ **Find a provider:** Dedicated emotional wellbeing facilities and programs can support recovery from mental illness of all kinds. Search for providers and programs: healthy.kaiserpermanente.org/southern-california/doctors-locations#/search-form.

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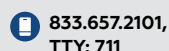
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Find services & support

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If you are undergoing long-term medical treatment or recovering from major surgery...



Resources during treatment and recovery

Resources based on eligibility:

- ✓ **Get support through your medical plan:** Aetna and Kaiser both offer care management support for any long-term or chronic condition, pre-surgery consultation and post-surgery recovery and rehabilitation. Aetna members contact an Aetna 1 Advisor at aetna.com or call **888.216.8573**. Kaiser members visit healthy.kaiserpermanente.org or call **800.464.4000**.
- ✓ **Take time away from work:** All Mountaineers are eligible for unpaid, qualified leaves under the Family and Medical Leave Act (FMLA). Depending on eligibility, you may have access to paid disability leave or to approved, unpaid personal leave. For more information, visit mylincolnportal.com (Company code: IronMountain).



Did you know that your physical health is closely tied to your emotional wellbeing? Iron Mountain offers programs to support both*.

- ✓ **Hello Heart** supports both your physical and mental wellbeing by helping you better understand and manage your heart health. Through simple tracking, personalized insights, and coaching, the program encourages healthier habits that can lower blood pressure and reduce cardiovascular risk. As heart health improves, you can have greater peace of mind and reduced health-related anxiety. The connection between a healthier heart and a calmer, more focused mindset reinforces overall wellbeing and resilience. To get started, visit join.helloheart.com and select Iron Mountain from the dropdown menu.
- ✓ **Hinge Health** supports both physical and mental wellbeing by addressing joint, muscle, and back pain through personalized exercise therapy, education, and one-on-one coaching. By reducing chronic pain and improving mobility, the program can help ease daily stress, improve sleep, and help you feel better. As your physical discomfort decreases, you may be in better mood, have increased energy, and greater mental strength—making it easier to stay engaged at work and in life. You can register at hinge.health/ironmountain to get started.

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If you recently welcomed a new member into your family...



Reminder: Don't forget to visit irmbenefits.bswift.com to initiate a life event to make changes to your benefits. You can also contact the Iron Mountain Benefits Center 8 a.m.-9 p.m. ET, Monday-Friday by calling **877.907.4828** or via web chat at irmbenefits.bswift.com.

Arrival of a child

Resources available to all Mountaineers and eligible family members:

- ✓ **Take time away from work:** You can access up to eight weeks of paid time off from work after the birth, adoption or fostering of a child. For more information, visit IRMbenefits.com/leaves.
- ✓ **Find a caregiver & adjust to life as a parent:** Resources for Living can help find solutions to the challenges you may face as a new parent. You can access confidential support for managing parenting and family relationships. And you can find childcare resources, including schooling and support for children with special needs. For more information, access go.rfl.com/IRM.
- ✓ **Access quality care providers:** With Care@Work, you can find the right person to care for your child, aging parent or pet while you're at work. To get started, sign up at im.care.com.

Resources provided through your medical plan:



- ✓ **Support for new moms with Maven:** Discover access to doulas, lactation consultants, pediatricians, sleep coaches, mental health professionals, nutritionists, and physical therapists via video visits or secure messaging. They are available to address postpartum recovery, infant feeding (breastfeeding and bottle feeding), newborn care, sleep challenges, and physical healing after birth. To get started with Maven, sign up at <https://www.mavenclinic.com/maven-enrollment/aetna>.

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Boost your wellbeing

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Password – *mountaineer*



If you or someone you know is in immediate need of emotional wellbeing services or community assistance...

When it's an emergency, don't hesitate – call 911.



At-risk care

Resources available to all Mountaineers and eligible family members:

- ✓ **Intervene to save lives:** If you or someone you know is at risk for suicide, call the National Suicide Prevention Lifeline at **800.273.8255 (TALK)** or dial **988**. Free and confidential support is available 24/7.
- ✓ **Respond to a natural disaster:** If you have been affected by a natural disaster, contact Resources for Living for needs-based research and help finding community resources. For more information, access the crisis and disaster resource center [here](#).

Resources provided through your medical plan:



- ✓ **Approach suicide prevention as a parent:** Take care of your teenagers with dedicated tools for supporting your child's emotional wellbeing. View [the guidebook](#) to get started.
- ✓ **Respond to a natural disaster:** If you have been affected by a natural disaster, call Aetna at **877.374.2779** for 24/7 in-the-moment emotional support and help finding community resources.

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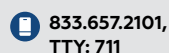
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Resources to support your personal wellbeing and to help your team thrive at work...



Resources for people managers

As a people leader, it helps to prioritize your own resilience so you can elevate your team's wellbeing and performance. These resources help you stay strong and support your team.

Resources to support your wellbeing as a leader:

- ✓ **Discover tools for your own resilience:** Iron Mountain's Livewell program has resources to support your total wellbeing. Get started on a plan to feel your best as a leader by contacting [Aetna](#).
- ✓ **Participate in manager consultations:** Confidential, one-on-one telephone consultations are available 24/7 for managers. Consultations take place with Resources for Living Management Consultants (MCs), who are licensed mental health professionals. They can provide support for tough situations and more. Check out the go.rfl.com/IRM site to learn how they can support your team.
- ✓ **Schedule team training:** As a people manager, you can request trainings that can help support a culture of emotional well-being. Topics include caregiving, health and wellness, mental wellbeing, personal improvement, professional development for employees and managers and more. Check out available topics and request a training through [this catalog](#).
- ✓ **Get leadership support:** Call on a specialized team at Resources for Living to address your inquiries on resilient leadership and ensure the wellbeing of your team. Coaching is provided on how to approach the employee and engage in a supportive conversation.
- ✓ **Access critical incident support:** If you or your team members experience a crisis and need to reach out for critical incident services, Resources for Living is here for you 24/7 to help with:
 - Communication support
 - Onsite group sessions
 - Onsite individual counseling

Be a mental health ally

PsychHub is a mental health platform for education, connection and engagement solutions.

- ✓ **Enter your name and e-mail,** agree to the terms and conditions and click "Sign up." Scroll to the bottom to review the Series: Mental Health Ally.
- ✓ **Show your Mental Health Ally Certification:** Add your certification in your IRM email signature and help us elevate mental wellbeing to create a culture of belonging for all Mountaineers.

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